

# Bilingual Spanish Hire 5304: \$3500 \*\*2-5 Life apps/month\*\*

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Licensed Team Member

*Experienced sales representative and manager with over 3 years of consistently achieving 5-star customer satisfaction. Recognized as a top performer for strong drive, dedication, and outstanding results in previous roles.*

## EXPERIENCE

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### **Local State Farm Agency**

*September 2022 - December 2023*

Licensed Team Member/Office Manager

- Trained and supported office staff to ensure efficient daily operations and high performance
- Supervised administrative team and delegated tasks to maintain smooth office workflow
- Collected payments and managed financial transactions in accordance with company policies
- Oversaw general office administration, including sales activities and customer interactions
- Resolved administrative issues promptly and maintained clear communication with team members
- Monitored team performance to ensure achievement of sales quotas set by corporate leadership

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### **Local State Farm Agency**

*February 2021 - December 2023*

Licensed Insurance Sales Agent

- Educated customers on various insurance coverage options and recommended policies tailored to their needs
- Reviewed existing accounts to identify coverage gaps and advised on additional protection as necessary
- Accurately prepared, submitted, and bound insurance applications to ensure proper policy issuance
- Delivered excellent customer service by addressing inquiries, resolving issues, and maintaining client satisfaction
- Consistently met or exceeded sales goals through strong closing skills and a customer-focused approach
- Demonstrated strong ability to identify client needs and match them with appropriate insurance solutions

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### **Local State Farm Agency**

*October 2020 - January 2021*

Customer Service Representative

- Managed customer accounts, processed payments and refunds, and maintained accurate records
- Resolved customer issues and disputes with professionalism, ensuring high satisfaction
- Scheduled appointments and reservations while providing personalized support
- Answered inquiries and explained products, benefits, and account changes clearly and effectively

## SKILLS

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- Professional Skills: Customer Service, Insurance Sales, Profit-Based Sales Targets, Insurance Management and Aftercare, Customer Demand Planning, Sales Closing Skills, Sales, Office Management, Consulting, Administrative Operations, Customer Satisfaction, Cold Calling Sales, Customer Account Management, Sales Management, Vehicle Insurance, IT Skills: Microsoft Office, Performance Monitor, Salesforce.Com

## CERTIFICATIONS

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### **Property & Casualty and Life & Health Licensed**

State of CA

## **Bilingual Spanish Hire 5304: \$3500 \*\*2-5 Life apps/month\*\***

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Licensed Team Member

Bilingual Spanish Hire: 5304 \$3,500 \*\*2-5 LIFE APPS/MONTH\*\*

Reported: 30-40 items/month, \$30-40k premium/month

State Farm 3 years

P&C, Life & Health Licensed in CA

Will work REMOTE in any time zone

Desires a Sales or Hybrid role with a State Farm Agency @ \$51k+ base, with the ability to earn \$65k+ total

30+ outbound dials/day, 20+ inbound calls, pivot and cross selling, referral sales, bundling, networking, marketing, office management, selling and servicing the Spanish speaking community & customer service. Reports selling 2-5 new life policies/month